JUNE 2009 • VOLUME 3, ISSUE 6

Labour Market News

CENTRAL ALBERTA — Government of Alberta

JOB SEEKERS

Careers in cleaning

Exploring the options

If you're a neat freak looking for a flexible job with room to move up, you might want to consider a career in cleaning. Job boards are full of ads for cleaning occupations in all different industries, so chances are good you'll find something to match your skills and interests.

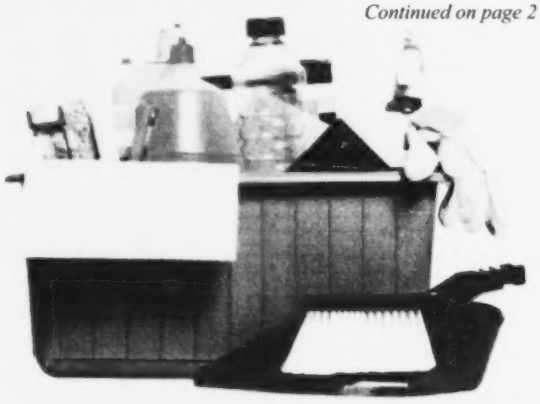
Beyond the basics

Most cleaning careers involve basic cleaning duties, from dusting to vacuuming and trash removal. But depending on the type of industry and position you're hired for, your duties could go far beyond just the basics.

School custodians, for instance, mop up spills and keep the hallways clear of litter, but they might also be responsible for light maintenance duties.

Industrial cleaners usually need a little mechanical expertise, too. In addition to their general cleaning duties, they often have to work with machinery and know how to clean and repair the many parts. One job ad for an industrial cleaning operator stated the need for hands-on operation and maintenance of wet and dry vacuum units and specialty equipment. The successful candidate would also be responsible for cleaning the equipment, testing it for functionality and dealing with clients to ensure the equipment is set up and working properly.

Continued on page 2



Retaining your best employees isn't usually about money. More often it's about creating a vibrant and positive work environment.

EMPLOYERS

Keeping the best through the worst

Retaining top employees in tough times

In uncertain economic times, the first to jump ship are often employees with the skills, confidence and background needed to switch jobs with ease—the very people an employer needs to survive and grow.

But to keep your best, you first need to identify who stands above the crowd. And that's not necessarily easy.

Of course, there are the top producers—your top salesperson, or an accountant who eats numbers like air. But this doesn't tell the whole story.

If you think of your staff as a sports team, it helps. Yes, one player may put the puck in the net every time, but are they a leader? Do they contribute to or hurt your team's morale? If they are scoring a lot, are they also giving others the assistance they need? And what about flexibility? Can you take a player from offence and throw them over to defence? Do they have a deep set of skills that would give them the flexibility to make the transitions?

These are all important questions that will help employers get a better feel for who they really need to keep on board. And if you are faced with the painful decision to cut staff, you will have the basic information needed to make the right choice.

Continued on page 8

See page 7 for a related Best Practice story.

IN THIS ISSUE

Retaining top employees 1
Careers in cleaning.....1-3
Profile: Housekeeper 4
How to use an LMIC 5
Apprenticeship financing.....6
Employer Best Practice 7
Employer Resources 8
Job Seeker Resources 9

This publication has been prepared for Alberta Employment and Immigration with the support of the Government of Canada.

Find us online at EMPLOYMENT.ALBERTA.CA/CENTRAL

NEXT ISSUE...
Upgrade your skills

JOB SEEKER FEATURE STORY

Careers in cleaning

Continued from page 1

Other industrial cleaners might work with food processing equipment, which involves strict standards for cleanliness and safety.

Upholstery cleaners (NOC 6662) are another kind of specialized cleaner, operating machinery to clean carpets, rugs and upholstered furniture. They may have to work with strong chemicals, removing stains and unwanted odours from the objects they're cleaning. This type of position goes hand-in-hand with an **automotive detailer** position, as both involve cleaning upholstery and operating machinery, along with direct customer service.

Housekeeping attendants, **maids** and **office cleaners** (NOC 6661) have less heavy-duty work in their job descriptions. But they must be very thorough, and skilled in more than just cleaning. Housekeeping attendants work in the presence of hotel guests, so they have to be friendly and capable of handling some customer service requests. They also have to clean up and restock each room in between guest visits—details that contribute to the overall appearance and reputation of their place of work.

Maids have to be trustworthy and respectful of the clients they serve, as they work in family homes. And while office cleaners generally work after office hours, they have to mind their clients privacy while taking precautions to look out for their own safety.

Safety and job training

"Our cleaners always work in pairs," says Ray Labossiere, owner of Enviro-Green Services Ltd. in Drayton Valley. Labossiere says she provides safety training to her employees along with regular job training, as most shifts occur from 5 p.m. until 1 or 2 a.m. This helps them feel safe when they're working late at night and there's often no one else around.

Like Labossiere, most cleaning companies provide their own training programs for new employees. "You don't need experience," Labossiere says. "You should just have a high standard for cleanliness, have a positive attitude and take pride in your work."

While you may not need previous experience, there are a few other possible requirements. A valid driver's licence with a clean driving record is important to some companies, as you may drive to jobs in a company vehicle.

Some employers may require you to take safety training such as Workplace Hazardous Materials Information System (WHMIS), depending on the nature of your job.

Most people working in this field also need to be bondable and pass a security check. Because they work in environments where clients' personal information and belongings are accessible, and in school settings around children, employers have to know their staff are trustworthy and don't have a criminal history. But these are all things an employer will go through with you once hired, so all you have to do is show up and prove you're right for the job.

If you do want to take extra initiative (and that's never a bad thing, especially if you plan on advancing in this field), there are courses you can take to help identify fabrics better so you know how to clean them the right way. The Institute of Inspection, Cleaning and Restoration Certification (IICRC at iicrc.org) offers training courses for this purpose. The Alberta Hotel and Lodging Association also offers eMerit Housekeeping Room Attendant Certification. See ahla.ca for more details.

Job perks and advancement

Cleaning occupations are often flexible as far as shifts go, and some even offer benefits to employees. According to the 2007 Alberta Wage and Salary Survey, specialized cleaners earned an average of $31,500 per year. The survey also included light duty cleaners, who earned an average of $24,400 per year.

With some experience under your belt, it's possible to move up to more advanced positions with higher wages, whether in your company or elsewhere. Housekeeping staff could move into customer service or management positions, or progress to other parts of the tourism industry (see room/housekeeping attendant profile on page 3). Industrial cleaners might move into more mechanical-based roles such as operating equipment. Other cleaners could get promoted to management or even use their experience to start their own cleaning business.

There are many options in the cleaning field, both in the kinds of jobs that are available and the ability to move up the career ladder. Give a career in cleaning a try and see where it takes you.

RESOURCES

- ☑ Some of the more popular job websites that list cleaning jobs are the Job Bank (jobbank.gc.ca) and Workopolis (workopolis.com).
- ☑ The Alberta Hotel and Lodging Association's website (ahla.ca) provides information about the accommodation industry in Alberta, along with a classified section for job hunters.
- ☑ Hcareers is a resource for finding work in hospitality, where many cleaning jobs can be found. Visit hcareers.ca.
- ☑ For cleaning careers in the health sector, check out the Alberta Health Services job website at healthjobs.ab.ca.
- ☑ The City of Red Deer lists all City jobs on its website at reddeer.hgcareers.com/js/. Cleaning and maintenance-related positions may be found here.
- ☑ If you're working alone or in small groups during the night shift, it's a good idea to take precautions. Most employers offer safety training, but for extra information you can view a guide online at employment.alberta.ca/documents/WHS/WHS-PUB_workingalone.pdf.

Careers in cleaning
A few of the many choices

Careers TO CONSIDER

There are a wide variety of cleaning careers to choose from, depending on your interests and skills. The following featured careers are some of the more common cleaning occupations available.

ROOM/HOUSEKEEPING ATTENDANT (NOC 6661)

Room/housekeeping attendants clean their workplaces from top to bottom. They usually work in hotels and motels, but they can work in other places like clubs and banquet halls, too. Some of the things they might do are sweep and mop the floors, vacuum the carpets, dust the furniture, empty ashtrays and garbage containers, and clean the bathroom. If they work in a hotel or motel, they also change the bedding, take out the dirty towels and replace them with clean ones, and stock the rooms with soap and other items. Because they move around so much when they're cleaning, they have to be in good health. They also have to be well-groomed and friendly since they work around customers. Room/housekeeping attendants should be able to work well with others and take directions from their managers. Most employers will train on the job, but those who want extra training can take an eMerit Housekeeping Room Attendant Certification through the Alberta Hotel and Lodging Association. The extra training can help those who want to move up to other positions in the tourism industry. According to the 2007 Alberta Wage and Salary Survey, people who worked as room/housekeeping attendants earned an average of $24,400 per year.

CARPET AND UPHOLSTERY CLEANER (NOC 6662)

Carpet and upholstery cleaners clean carpets, drapes and furniture. They usually bring their cleaning services to their customers, so they may need a license and a vehicle (unless their company supplies one) to get to and from their customers' homes and businesses. They have to check their equipment to make sure it's working properly, and load it into their vehicle. They also have to know how to get stains out of all different types of material. They might have to do some heavy lifting, if they have to move furniture out of the way to get to the area they have to clean. Hours vary, but most carpet and upholstery cleaners will work from early morning until whenever their job is done. They might have to work some evenings and weekends. Most employers provide training, which might cover how to clean certain materials and how to work safely with chemicals. Carpet and upholstery cleaners are considered specialty cleaners, who earn an average of $31,500 per year, according to the 2007 Alberta Wage and Salary Survey.

CUSTODIAN (NOC 6663)

Custodians work in places like schools and industrial plants. Some do light duty cleaning, which involves emptying garbage containers, washing walls, cleaning glass, vacuuming carpets and sweeping or mopping floors, dusting furniture and cleaning washrooms. Others do heavy duty cleaning, which might mean deep cleaning carpets, polishing floors and moving heavy equipment and furniture. Depending where they work, custodians might have to do some maintenance work or clean machinery. They do most of their work after regular business hours, once daytime employees have left the building. They usually work indoors, but they might have to do some outdoor work like cleaning sidewalks or building exteriors, too. Custodians should be in good health and able to lift or move heavy objects. Most are trained on the job, and might be required to take chemical or safety training and pass a security check. According to the 2005 Alberta Wage and Salary Survey, custodians make an average of $23,400 a year.

WHAT IS IT LIKE TO BE A ...

Housekeeper

How did you start in this career?

I was working in food services in 1997 and decided it was time for a change. I was looking for a friendly and positive environment that met my needs. So I evaluated what I could do, and decided to get out of food services. I applied at the environmental service department because housekeeping is something I know how to do. It comes naturally to me as the the oldest of five children.

What do you enjoy about your job?

Perhaps what I enjoy the most is knowing that I made a difference at the end of the day. Our department is the backbone of the health care system because in hospitals everything has to be antiseptically clean. When a patient goes home, housekeeping is the first line of defense against infection. We have to clean the bed and all the equipment to ensure it's sterilized and that all the germs are gone and body fluids no longer exist. It's up to us to make sure it's safe for the next person to come in, and help them turn around and make them well so they can go home. I enjoy making a difference in another person's life by leaving things clean.

What are some of the challenges of your job?

You have to be prepared to meet people in bad situations. These are people who are really sick and some of them don't have the coping skills. They may be facing this for the first time in their life. They're anxious, angry, resentful and in pain. You have to be respectful, and not take things personally.

Has the economic slowdown affected your industry?

I haven't been affected by the slowdown. When a patient apologizes for a mess they made I say, "Ohhh ... no problem, it's guaranteed employment."

How does your job affect your lifestyle?

My particular shift is 7:30 a.m to 3:45 p.m. It's a decent time. I like to call them respectable hours.

Red Deer housekeeper Viola Bischke takes pride in her critical role at the hospital.

What are your future career goals?

I'm looking forward to retiring. There are very good securities for long-term employees in health care.

What advice would you give to someone looking at this career?

It's hard work so you have to have a strong work ethic. You have to be able to stand on your feet and stay on your feet for many hours at a time. And you also have to be a caring and nurturing person who wants to make a difference.

You need to be able take initiative and work on a team. You don't do this job by yourself, and you should be able to think and work at the same time. It can be repetitious and sometimes it can be boring. But the end result can be satisfying if you know how to perform the routine safely.

CAREER PROFILE

Viola Bischke

Bischke made the move from food services to housekeeping 12 years ago when she got a job at the Red Deer Regional Hospital Centre.

For Bischke, working with different kinds of people was important in both jobs.

As a critical part of the team Bischke is valued member of the hospital staff, and is supported by training programs. "We need to have WHMIS training and know about the chemicals we use," says Bischke. "We use high quality products so we know when it's been cleaned, it's been cleaned properly. You can bet your life on it."

Working as a HOUSEKEEPER (NOC 6661)

Wages	Housekeepers working for Alberta Health Services in Central Alberta earn $14.97 to start, plus there are benefit packages and a pension plan. In Alberta, housekeeping attendants (NOC 6661) earned $12.70 per hour on average, according to the 2007 Wage and Salary Survey.
Qualifications	A grade 10 education is required for a housekeeping job with Alberta Health Services. For nearly all housekeeping jobs you to have to be physically fit and housekeepers often have to work with minimum supervision.
Hiring tips	Finding work in the system is only a few clicks away. Visit ahs.healthjobs.ab.ca and search for jobs by location and by job. Similar positions in retirement homes and nursing homes are also available and are often posted on their websites. For school-based jobs, look on your local school board website.

TIPS FOR JOB SEEKERS

work it out

Job and career **assistance...**

Get help at your Labour Market Information Centre

If you are looking for employment or career information, your local Labour Market Information Centre (LMIC) is a great place to find help.

Free services

At LMICs, job seekers can access a variety of free services. Computers are available for online job searching or to write resumés and cover letters. Phones, fax machines and photocopiers are also available and some LMICs have job boards where they post help wanted ads from the local newspapers.

Visitors will also find a large range of print and electronic resources to help them make career, learning and work decisions. "It's a self-service environment, but we have experts on hand that clients can consult," says Floyd Jensen, coordinator of the Red Deer LMIC.

These experts, called career and employment counselors (CECs), are available to help give direction and guidance.

Career planning

CEC's help job seekers with everything from learning basic job search computer skills such as setting up an email address, to interview preparation.

"We'll do resumé reviews, talk with people about their job search and offer suggestions," says Sara Humphreys, a CEC at the Stettler LMIC. "We can even do mock interviews with people to help them prepare for job interviews."

Clients can also set up appointments with CECs for one-on-one career and education planning. "We review their skills and provide career planning advice," says Humphreys. "If they need more training or education to meet their career goals, we can help them find funding options, such as scholarships, grants or bursaries." CECs can also provide tips on how workers can transfer their existing job skills into new career paths.

"We have a lot of people who are 40-plus coming in to talk about career options," Humphreys says. "People are sometimes surprised they can take the skills they have and turn those into other employment."

To book an appointment with a CEC, call your nearest LMIC (a list of locations and phone numbers is on page 9).

Workshops

Depending on their size, LMICs may also hold free workshops. For example, the Red Deer location has a resumé writing workshop every Friday, an online job search workshop on Mondays and three-day career planning workshops that run every Tuesday through Thursday. Job seekers can visit or call their local LMIC to learn about upcoming workshops.

Employer Connections

In Red Deer and Wetaskiwin, Employer Connections presentations are held to connect job seekers with local employers who are hiring. Upcoming Employer Connections are posted in the LMIC.

To learn more about LMICs and the services they provide, go online to employment.alberta.ca/lmic.

FREE SERVICES FOR JOB SEEKERS

Call

- LMIC staff can answer many of your questions over the phone. See page 9 for a list of local LMICs and their phone numbers.

Click

- Many of the resources found at LMICs can be found on the web at employment.alberta.ca/lmic.

Come in

- Resumé and cover letter assistance
- Job interview preparation
- Fax, phone, photocopier and computers
- Help with Internet job searches and basic computer skills, such as how to set up an email account
- Job board
- Guided assistance to find, use and understand resource materials
- Information and referral to Alberta Employment and Immigration workshops and services
- Student funding information
- Career and education planning

COMING EVENTS IN CENTRAL ALBERTA

Aboriginal Awareness for Employers

Aboriginal People are one of the fastest growing segments of the population. Yet, this source of talent has been and is still underrepresented in the workforce. Find out how to tap into this source of talent at a free workshop.

Date: Thursday, September 17th
Time: 9:00 a.m. to 4:00 p.m.
Location: Red Deer Chamber of Commerce
For more information contact Jill Tomlinson at 403-340-4927

JOB SEEKERS

Get help paying for your apprenticeship training

Earning money while you are learning a trade is one of the big advantages of an apprenticeship program, but it can still be expensive. Scholarships, grants and bursaries can help (see examples below). Students can also contact post-secondary institutions and counsellors for help and advice on financing options.

Apprentice Scholarships

Scholarships are monetary awards based on academic or other achievements. There are hundreds of scholarships awarded each year, offered by government, post-secondary institutions, private industry and service organizations. Students can go online to alis.alberta.ca.scholarships and click on *What scholarships and bursaries are out there* to search an online database. Search alphabetically or by keyword, school or category. Here are a few examples just for apprentices.

☑ Each spring the Alberta Apprenticeship and Industry Board offers over 200 scholarships of $1,000 under the Family of Scholarships program.

☑ The RAP Scholarships were created to recognize the accomplishments of Alberta high school students participating in the Registered Apprenticeship Program (RAP) 500 RAP Scholarships of $1,000 each are available annually.

☑ Pre-Apprentice Scholarships encourage those completing pre-apprenticeship training programs to continue in the trades and complete their apprenticeship training.

☑ Through the Alberta Apprenticeship and Industry Training Board, Occupational Trainee Scholarships offer $1,000 scholarships to trainees in the designated occupations.

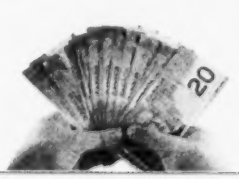
For more information on these programs and others just for apprentices visit tradesecrets.alberta.ca and click on 'Scholarships & Awards' on the left. You can find information about other financial supports for training at employment.alberta.ca/albertaworks.

Grants

Grants and bursaries are forms of financial aid for low to middle-income students. The money does not have to be paid back. Both the provincial and federal governments offer numerous grants and bursaries. Here are two examples.

☑ The Alberta Works grant is available for unemployed adult Albertans, including those currently or recently on Employment Insurance. For more information and an application form, go to employment.alberta.ca , click on Career & Employment, and then click the Financial Support for Training link.

☑ Canada Student Grant is a $250 per month for students from low-and middle-income families attending a university, college or trade school program (canlearn.ca).



How to use the Job Bank

Internet job boards like the Job Bank (jobbank.gc.ca) are powerful tools. With a few clicks, a job hunter can search any region of Canada for a particular job category, and even search for employers who've posted ads in the past. Job Bank also has advice on writing a resumé, tips for the job search, advice for finding unadvertised positions, information on self-employment, and notes on finding work in non-profit organizations. With computers and the Internet, job hunters can even automate parts of their job hunt.

With **Job Alert**, any job that matches one of three possible profiles will be automatically emailed to users.

Job Match allows a user to create profiles that will be automatically shown to employers searching for new workers.

See page 9 for other job boards and job seeker resources.

Meet employers in person: Connections

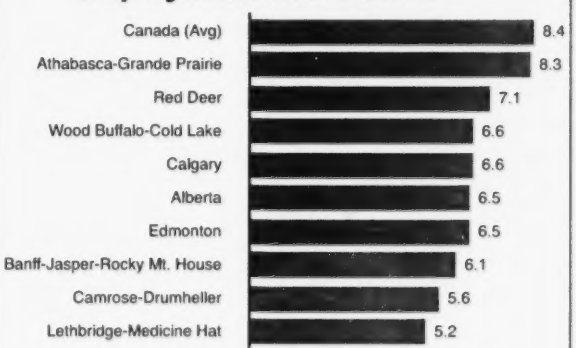
Once a week Red Deer's Labour Market Information Centre hosts Employer Connections where a single employer is available to sit down and explain their labour needs. It's an opportunity for job seekers to speak directly with the people who can best explain a job and a career.

Find out about upcoming Employer Connections at employment.alberta.ca/central where there are links to two-page summaries of employers' presentations. This website also has useful information on upcoming job fairs and events, links to previous editions of the Labour Market News, and links to Finding Work In ..., a monthly publication giving practical advice about finding work in different industries.

EMPLOYERS

For employers, the Job Bank offers a simple and free way of posting job ads right across the country, while the website's **Job Match** function allows employers to immediately search a database of resumés. The site also has hundreds of well organized links and articles that explain every stage in the hiring process. To post a job ad visit jobbank.gc.ca.

Employment at a Glance



Here is a sampling of the unemployment rates across Alberta, and for the entire country. Source: Statistics Canada.

Keeping your best

Retaining top staff through tough times

Best Practice FOR EMPLOYERS

The oil and gas industry knows the value of employee retention. It learned its lesson the hard way.

In the early 1990's oil hit $15US a barrel, sending the industry into a tailspin. Layoffs and cutbacks were the order of the day, leaving a deep scar on the industry.

"There was a period when the industry curtailed their usual activities like campus recruiting, hiring new entrants and taking on apprentices," says Cheryl Knight, executive director of the Petroleum Human Resource Council of Canada (PHRCC at petrohrsc.ca). "And that's the problem we are facing now. We have a real structural problem in our industry because there are a number of people ready to retire but we don't have the people with 15 or 20 years experience to replace them."

Of course, the oilpatch had little choice 15 years ago, and has very little choice today. "Some parts of the industry, like drilling, have to downsize during a slowdown," says Knight. Still, the lingering pain of layoffs 15 years ago didn't have to be quite so enduring.

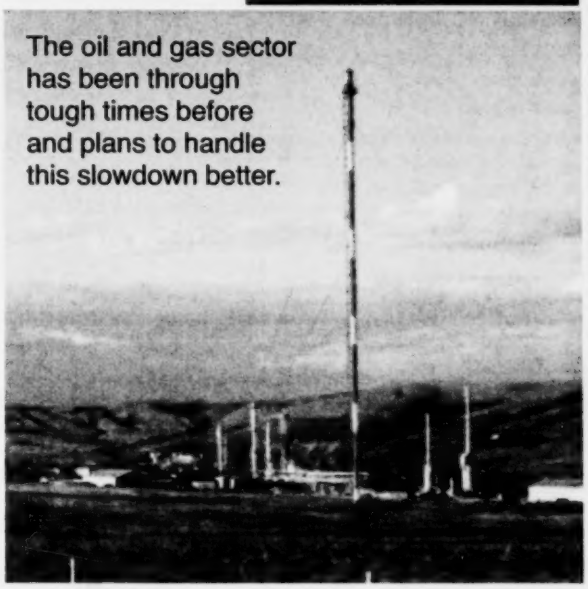
Retaining a core of motivated workers is the key to emerging from a slowdown, Knight says. And part of the solution is attitude. "Even through tough times it is important to act like you're open for business. And there are still opportunities in this industry," she says.

Employers also have to make a real effort to keep their remaining staff. In the 90s attraction rates to oilpatch jobs plummeted, and there was also an exodus of top talent to other industries. Many never came back. But the industry hopes that mistake won't be repeated.

"Oil and gas companies are behaving differently this time around," says Knight. "They are making every effort to redeploy and restructure. If they cut back in one area and have activity in another, they'll move people around to avoid at all costs losing the people they need."

But even if a company can find a new role for top talent, keeping that talent can still be a problem, and the obvious solution isn't available. Better pay, options or benefits is not possible when money is tight. It's also a band-aid solution that fails to work in the long-term. As many studies show, you can't buy loyalty in the workplace. You have to earn it, in good times and bad.

"Through the peak period there was a realization that attraction and retention was more than just offering great pay," says Knight. "People come from diverse backgrounds and there are lots of things that might cause them to leave—it could be because of poor management, the employer may not respect work-life balance, or doesn't support workers in things like the community or ongoing learning and development. Attracting and retaining workers is about more than just pay. And the more diverse the workforce, the more important those things are."



It can be difficult to identify and then act on your workforce issues, but the low-cost starting point is communication. "Employers may want to think about 'stay' interviews instead of exit interviews," says Knight, "Just having some quality one-on-one time with the boss is rewarding. How are your employees feeling about their work? How are they feeling about how they are treated? How do they feel about the future of the company, and the extent to which they are engaged in the company? If you have that exchange of information and knowledge, it's more likely the employee will stay rather than walk out the door. It also conveys the message that employees are valued."

One issue that has emerged as a concern for workers in the oil and gas sector has been community involvement. "We have a lot of activity in smaller communities and companies can reinforce workers actively involved in their community through supporting volunteerism, for example. It's another way to boost engagement," says Knight.

Not this time around...

The oil and gas industry has no intention of making the same mistake it made in the 90s.

This time around the industry plans to keep a core of engaged talent. And to meet that challenge the PHRCC has developed an online toolkit. The kit offers guidelines and tips designed to help employers develop a long-term employee recruitment and retention strategy in an industry that has already moved to improve its retention practices.

"I've seen the change happen over these last few years," says Knight. "The oil and gas industry is trying to do things differently. We learned our lesson."

EMPLOYERS

Keeping your best

Continued from page 1

Then the question is how to keep the top performers. And that's largely a question of style.

It's a tired fact, but it's true. What sends employees packing isn't outrageous pay and benefits. Given fair compensation and a reasonable work environment, your best employees decide where they want to work largely on the quality of the work and work relationships. One study found wage and benefits had a two per cent effect on job satisfaction, while job quality and workplace support had a combined effect of around 70 per cent. In other words, the effort spent on improving an employee's experience delivers 35 times more bang for the buck than retention strategies based on compensation. And there are plenty of low cost ideas for improving the workplace that don't include jacking up wages.

Communication

If you want to keep staff communicate with them, and then communicate some more. If you are being honest and open with employees, it removes a lot of the uncertainty that can erode morale. Even when the news is bad, employees would rather be part of a team with a challenge, than isolated and uncertain about the future. Besides, your stars probably know full well the state of the company.

Reward performance

Fat paycheques and bonuses might be out of the question, but if you have a high-flyer, make sure they know. A word of recognition is always helpful, but also consider a few inexpensive benefits like movie tickets, a dinner out or gift certificates. More substantial but expensive rewards include offering more flexible hours, options to work from home or better parking.

Stay positive

A pessimistic employer can grind the enthusiasm down. A positive leadership style can be infectious. Of course, this doesn't mean employers should say things are great when they clearly are not. But if painful measures are expected to be temporary, say so. And if there are challenging opportunities for improvement, or new markets to hit, highlight these goals so your top people can make the most of their talent.

Freedom

Many of these suggestions apply for everyone on the team. But it's your top performers who will respond best to a new challenge, and relish the chance to grow and change. So let them loose. Give them the latitude and independence to solve your problems within the context of well-defined goals. Great employees don't need to be micro-managed, and they will appreciate the opportunity to shine.

FOR A BEST PRACTICE STORY ON RETAINING STAFF IN TOUGH TIMES, SEE PAGE 7.

EMPLOYER

Resources

Both federal and provincial governments have practical programs to help meet the current needs of employers. Here are a few programs that can be of assistance to business.

Information sources

The Labour Market Information page on the Alberta Employment and Immigration (E&I) website offers links to labour force statistics, forecasts, and wage and salary information. (employment.alberta.ca/lmi)

- The Central Alberta Economic Partnership (CAEP) website (centralalberta.ab.ca) has hundreds of links to information sources and programs including:
- Support for Training Workers
- Wage Subsidy Programs
- Recruiting Employees
- Employment Services in Central Alberta
- Foreign Worker Employer Guide

Seminars and networking

Employer Connections are held every Wednesday at the Labour Market Information Centre, 2nd Floor, First Red Deer Place, 4911-51 St. (across from the Provincial Building).

The meetings are an opportunity to meet job seekers, employment agencies and career counsellors.

Each week a single employer is showcased and presents their current job opportunities. To participate free of charge call 403-340-5353 and ask for a Business and Industry Liaison.

Labour solutions

- Red Deer Aboriginal Employment Services. Ph. 403-358-7734
- Métis Employment Services. Ph. 403-342-6636
- Career Assistance Network provides job search workshops, job board and assistance for job seekers. Ph. 403-341-7811
- Employment Placement Support Services supports Albertans with workplace training and enhanced employment services. Ph. 403-343-6249
- Employment Access offers employment programs for clients with disabilities. Ph. 403-341-2363
- DRES provides support and assistance to employers hiring people with disabilities. Contact the Canada-Alberta Service Centre in Red Deer. Ph. 403-340-5353

Personalized help when needed

There are dozens of programs available to employers. E&I employees will visit the workplace and provide a summary of options and opportunities. For example, they can direct managers to initiatives that will help their business, and workforce adjustment teams are available to help employees find new work if they are laid off.

For more information call 403-340-5353 and ask for a Business and Industry Liaison.

Sign up free: We're live and online

In the News, an electronic digest about regional business expansions, relocations and closures, and *Finding Work In*, which profiles different career opportunities, are available online at employment.alberta.ca/central. A free subscription service will notify you by e-mail when the latest edition of each product comes out.

On the same web page there are *Labour Market News* products for Stettler, Wetaskiwin, Vermillion and Wainwright.

JOB SEEKER Resources

There are many resources in the central region that can be helpful to job seekers and workers alike.

Where to find us

This publication, In the News, (an electronic digest about regional business expansions, relocations and closures) and Finding Work In, which profiles different career opportunities, are available online at employment.alberta.ca/central.

A free subscription service will notify you by e-mail when the latest edition of each product comes out.

Job search and career websites

- jobbank.gc.ca **(Job listings, links and other services)**
- alis.gov.ab.ca **(Alberta Learning Information Service)**
- workopolis.ca **(Job listings)**
- monster.ca **(Job listings)**
- nextsteps.org **(Job resources for youth)**
- albertajobs.com **(Job listings)**
- hgcareers.com **(Job listings)**
- healthjobs.ab.ca **(Health care job listings)**

Job search and career information by phone

Alberta Career Information Hotline:

1-800-661-3753

Fax: 780-422-0372 TDD: 780-422-5283

Resumé review service

The Government of Alberta e-Resumé Review Service is a great way to have a resumé reviewed and improved, before sending it to employers.

To access the service, log on to alis.gov.ab.ca/hotline/resume and follow the instructions to send your resumé for review.

The service is free to residents of Alberta and those seeking work in Alberta.

Resources for labour market information

These websites offer a wealth of labour market information on Alberta and specific communities.

- employment.alberta.ca/lmi **(Alberta Employment and Immigration)**
- alis.gov.ab.ca **(Alberta Learning Information Service)**
- albertafirst.com **(Business and economic information)**
- centralalberta.ab.ca **(Central Alberta Economic Partnership)**
- alis.gov.ab.ca/employment/lmi/alberta.asp) **(Labour market information across Alberta)**
- labourmarketinformation.ca **(Service Canada)**

Seminars and networking

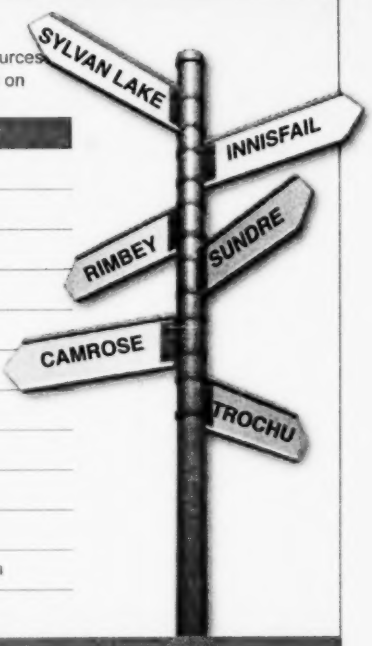
Employer Connections are held every Wednesday at the Labour Market Information Centre, 2nd Floor, First Red Deer Place, 4911-51 St. across from the Provincial Building.

The meetings are an opportunity to meet employers face to face.

New to Central Alberta?

See past issues of the Labour Market News (employment.alberta.ca/central) for employment, social services, health care, transportation and other great resources available in your community. Information is also available on municipal websites (see links below).

City / Town	Month
Camrose	camrose.com
Didsbury	didsbury.ca
Drayton Valley	draytonvalley.ca
Innisfail	townofinnisfail.com
Lacombe	lacombe.ca
Olds	town.olds.ab.ca
Ponoka	ponoka.org
Red Deer	reddeer.ca
Rocky Mountain House	rockymtnhouse.com
Stettler	stettler.net
Sylvan Lake	town.sylvan-lake.ab.ca
Wetaskiwin	wetaskiwin.ca



LABOUR MARKET INFORMATION CENTRES

Labour Market Information Centres (LMIC's) provide information to help you make career, learning and work decisions. LMICs have books, magazines, newspapers, software and videos about employment-related topics.

There are LMIC's across Alberta. For a complete list, see: employment.alberta.ca/lmic.

LMIC's in Central Alberta:

Camrose Alberta Service Centre
3rd Flr., Gemini Centre, 6708 - 48 Ave.
Ph. 780-608-2525

Drayton Valley Sub-Office
2nd Floor Provincial Building
5136 - 51 Ave. Ph. 780-542-3134

Olds Alberta Service Centre
4905 - 50 Ave. Ph. 403-507-8060

Red Deer Canada-Alberta Service Centre
2nd Floor First Red Deer Place, 4911 - 51 St.
Ph. 403-340-5353

Rocky Mountain House Alberta Service Centre, 4919 - 51 St. Ph. 403-845-8590

Stettler Alberta Service Centre
4835 - 50 St. Ph. 403-742-7586

Wetaskiwin Alberta Service Centre
1st Floor Macadil Building
5201 - 51 Ave. Ph. 780-361-5878

Lloydminster LMIC
5016 - 48 St. Ph. 780-871-6445

Wainwright LMIC
810 - 14 Ave. Ph. 780-842-7500

Vermilion LMIC
4701 - 52 St. Ph. 780-853-8164